

Summary of Composite Scores and Overall Ratings

This table summarizes statistically significant differences between each health plan and the WA State Healthy Options Adult Average for the five summary composites and the individual questions that asked members to rate their personal doctor, specialists, health care, and health plan.

Health Plan	Composites					Ratings			
	Getting Needed Care	Getting Care Without Long Waits	Doctors Who Communicate	Helpful & Courteous Office Staff	Customer Service	Rating Personal Doctors	Rating Specialists	Rating Health Care	Rating Health Plans
Aetna US Healthcare of Washington	★	★★	★★	★★	★★	★★	★★	★★	★★
Clark United Providers	★★	★	★★	★★	★★	★★	★★	★★	★★
Community Health Plan of Washington	★★	★	★★	★★	★	★★	★★	★★	★★
Group Health	★★★	★★★★	★★	★★	★★★★	★★	★★	★★	★★
Kaiser Foundation Health Plan of the Northwest	★★★	★★	★★	★★	★★★★	★★	★★	★★	★★
Northwest Washington Medical Bureau	★★★	★★★★	★★	★★	★★	★★	★★★★	★★★★	★★★★
Premera Blue Cross, Inc.	★★	★★	★★	★★	★	★★	★★	★★	★★
QualMed Health Plan	★★	★★★★	★★	★★	★★	★★	★★	★★	★★
Regence Blue Shield	★★	★★	★★	★★	★★	★★	★★	★★	★★

★★★ = statistically better than WA State Healthy Options Child Average
 ★★ = not statistically different than WA State Healthy Options Child Average
 ★ = statistically worse than WA State Healthy Options Child Average
 — = statistical tests were not conducted when the number of cases was fewer than 85

NOTE: These results are adjusted for case mix differences among plans. Please see the "Methodology" section of this report for additional information.

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Aetna US Healthcare of Washington	★★	★★★	★★	★★	★★	★★	—	★★	★★
Clark United Providers	★★	★★	★★	★★	★★	★★	—	★★	★★
Community Health Plan of Washington	★★	★	★	★	★★	★★	—	★	★★
Group Health	★★	★★	★★	★★	★★★★	★	—	★★	★★
Kaiser Foundation Health Plan of the Northwest	★★★	★	★	★	★★★★	★★	—	★	★★
Northwest Washington Medical Bureau	★★	★★★	★★	★★	★★	★★★★	—	★★★★	★★★★
Premiera Blue Cross, Inc.	★★	★★	★★★★	★★★★	★	★★★★	—	★★	★★
QualMed Health Plan	★★	★★★	★★	★★	★★	★★	—	★★★★	★★
Regence Blue Shield	★★	★★★	★★	★★	★★	★★	—	★★	★★

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